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**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers**

**FROM: Amy Mendel-Clemens  
Communications Section  
Bureau of Health Care Eligibility**

**BHCE/BWP OPERATIONS MEMO**

**No: 04-10**

**DATE: 03/12/2004**

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input checked="" type="checkbox"/>
CTS	<input checked="" type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input checked="" type="checkbox"/>	EA	<input checked="" type="checkbox"/>	CF	<input checked="" type="checkbox"/>
JAL	<input checked="" type="checkbox"/>	JC	<input checked="" type="checkbox"/>	RAP	<input checked="" type="checkbox"/>
WIA	<input checked="" type="checkbox"/>	WtW	<input checked="" type="checkbox"/>		
Other	<input type="checkbox"/>	EP	<input type="checkbox"/>		

**PRIORITY: HIGH**

**SUBJECT: Web Based Systematic Alien Verification Guide**

**CROSS REFERENCE** Ops Memo 98-86 - Qualified Alien Eligibility Self-Study Guide – Medicaid Only  
Ops Memo 03-41 – Non Citizen Eligibility for Medicaid  
FSH Appendix – All 04, 22.01.04 and 25.09

**EFFECTIVE DATE** March 8, 2004

**PURPOSE**

This memo introduces a new web-based immigration status verification system that will become available March 8, 2004. From March 8, 2004 through the entire month of March 2004, the Systematic Alien Verification for Entitlements (SAVE) will be available through both the web-based system and existing touch-tone phone system. Effective April 1, 2004, the phone system will no longer be available to verify immigration status. Beginning in April 2004, web-based and paper-based verification, through forms G-845S and G-845SUP, will be the only means to verify immigration documentation for applicants who are not a US citizen or a non-citizen national.

**BACKGROUND**

As dictated by the federal Immigration Reform and Control Act of 1986 (IRCA), all individuals applying for public benefit programs must declare, in writing, their citizenship and or immigration status (including US citizens and US non-citizen nationals, and individuals with satisfactory immigration status). If an applicant is not a US citizen or non-citizen national of the United

States, they are required to present immigration documentation. This documentation, provided by the applicant to the benefit issuing agencies, must be validated by the Department of Homeland Security and returned to the applicant.

Exception: Undocumented Aliens who are applying only for MA emergency services are not required to present documentation

## **POLICY**

### CURRENT TOUCH-TONE TELEPHONE ACCESS TO SAVE ALIEN STATUS VERIFICATION INDEX

When non-citizen applicants apply for federal, state, or local benefits, the benefit issuing agency will access information contained in SAVE via the Alien Status Verification Index (ASVI) database through touch-tone telephone service.

If the user agency receives the "Institute Secondary Verification" system message or if discrepancies exist between the information returned from ASVI and that on the non-citizen's immigration documentation, agencies are required to send information via the U.S. Postal Service to an immigration status verification office for secondary verification.

This paper based verification process includes filling out the Document Verification Request, form G-845S and/or G-845SUP form, attaching copies of the non-citizen's immigration documentation, and mailing it to their local immigration status verification office for processing. Once the immigration status verification office receives form G-845S and/or G-845SUP, they have ten federal government workdays from receipt to respond to the benefit issuing agency requests. Operations Memo 98-86 details how information received in response to phone and paper based verification requests are to be coded in CARES.

### NEW WEB BASED VERIFICATION

Beginning March 8, 2004, local agencies will be able to access information from ASVI database using a new web-based Verification Information System (VIS). This web-based VIS is administered by the Department of Homeland Security (DHS).

With the new web-based VIS, initial and most additional verification can be accessed via the web. For initial verification requests the verification results are instant. Should a worker require additional verification, the worker may request this information via VIS and will usually have results within 3 business days. If the additional verification results reveal a discrepancy the worker will need to initiate manual (paper) verification, using forms [G-845S](#) and/or form [G-845SUP](#). Send the G-845S and/or G-845SUP to:

Bureau of Citizenship and Immigration Services  
10 W. Jackson Boulevard, Room 222  
Chicago, Illinois, 60604

A Power Point presentation is available to assist workers to better understand these changes. The SAVE Program Power Point presentation can be found at:

[http://www.dwd.state.wi.us/destrain/save/SAVE\\_Program\\_031004.ppt](http://www.dwd.state.wi.us/destrain/save/SAVE_Program_031004.ppt)

**NOTE ➤**This memo simply informs you to switch from the touch-tone telephone SAVE verification system to the new web-based VIS system. It is not intended to replace how you currently determine alien eligibility status.

## ***CARES PROCESSING***

Each time a query is performed in VIS, a 15-digit unique “verification number” is generated. The VIS case details page contains the verification number. DHS SAVE recommends that the verification number be recorded and kept with the applicant's case file. That way, if an audit occurs, DHS SAVE verification numbers can be linked to the case details for each case.

Currently, the “verification field” on CARES screen ANAR, only allows entry of a 10-digit number. By mid-March 2004, this field will be expanded to allow the entry of the 15-digit verification number. A DXBM will be issued when this system change has been made. Until notified, enter the 15-digit verification number in CARES Case Comments or print out the VIS case details page and keep it in the applicant's case file.

The web-based SAVE system contains responses that differ slightly from the existing touch-tone phone-based SAVE system responses. The final two pages of this memo contain the SAVE responses that the worker may receive to verification requests as well as the corresponding ANAR codes.

**NOTE ➤**The attached SAVE response and corresponding suggested ANAR code table does not replace how you currently determine alien eligibility status. To determine alien eligibility status, you must continue to follow each specific program manual and its processing guide.

## ***REQUESTING ACCESS***

Security Access to the web based version of SAVE is requested using the [DWSW-10E](#). Workers will need to write SAVE in the “Other” field on this form. Access will be granted in the order DWSE-10E forms are received. DWS Security will notify workers via e-mail when their access has been set up. A valid e-mail address must be provided on the DWSW-10E, because workers will be instructed to call the security help desk for their initial password.

## ***CONTACTS FOR SAVE ACCESS QUESTIONS***

Workers with questions or problems with initial connectivity and password resets should contact the DWS Security Help Desk at 608-261-6317 (option # 3).

The SAVE Help Desk will be available for connectivity issues (after initial connectivity) for all individuals on the system. The SAVE Help Desk number is 1-800-741-5023. Full support is available 8 a.m. to 6 p.m. except Thanksgiving, Christmas, and New Years.

**LINKS**

- SAVE – G-845S - Document Verification Request Form  
<http://uscis.gov/graphics/formsfee/index.htm>
- SAVE – G-845SUP - Document Verification Request Supplement Form  
<http://dhfs.wisconsin.gov/em/forms/g845.pdf>
- SAVE Program web site  
<http://uscis.gov/graphics/services/SAVE.htm>
- SAVE Program Power Point Presentation  
[http://www.dwd.state.wi.us/destrain/save/SAVE\\_Program\\_031004.ppt](http://www.dwd.state.wi.us/destrain/save/SAVE_Program_031004.ppt)
- DWSW-10E  
[http://workweb.dwd.state.wi.us/forms/dws/pdf/DWSW\\_10\\_E.pdf](http://workweb.dwd.state.wi.us/forms/dws/pdf/DWSW_10_E.pdf)

**CONTACTS**

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BHCE/JDL

## VIS SAVE INITIAL VERIFICATION RESPONSES

Possible SAVE Initial Verification Response	Suggested ANAR Codes*
Asylee – Employment Authorized	05 - Asylee Lawfully present under section 208
Cuban/Haitian Entrant-Temporary Employment Authorized	11- Cuban/Haitian entrant (section 245A)
Institute Additional Verification	Need to submit additional verification
Lawful Permanent Resident-Employment Authorized	01 – Lawfully Admitted for permanent residence
Refugee – Employment Authorized	04 – Refugee Lawfully present under section 207
Temporary Resident – Temporary Employment Authorized	08 – Lawfully admitted; temporary 13 – Special AG worker under Section 210 (A) 14 – Additional Special AG worker under Section 210A
United States Citizen	US Citizen

\*If more than one CARES code is listed, additional contact with the customer may be needed to gather more information on their specific immigration status.

## VIS SAVE ADDITIONAL VERIFICATION RESPONSES

SAVE response to Additional Verification requests	Suggested ANAR Codes*
Asylum / Refugee Auth Full Time, Indefinite, Parolee  Auth Full Time, Indefinite, Refugee  Auth Part Time, Indefinite	05 - Asylee Lawfully present under section 208 04 – Refugee Lawfully present under section 207
Conditional Entrant Conditional Resident	03 – Conditional Entrant Lawfully present under Section 203(a)(7)
Cuban/Haitian Entrant	11- Cuban/Haitian entrant (section 245A)
Employment Authorized Authorized Employment, Full-Time  Authorized Employment, Full-Time, No Expiration Authorized Employment, Part-Time	02 – Permanent Resident under color of law (PRUCOL) 07 – IRCA 08 – Lawfully admitted; temporary 12 – Considered a permanent resident by INS 13 – Special AG worker under Section 210 (A) 14 – Additional Special AG worker under Section 210A
Lawful Permanent Resident	01 – Lawfully Admitted for permanent residence
Parolee	06 – Parolee Lawfully present under Section 212(d)(5)
PRUCOL - Actively Seeking Expulsion  PRUCOL - Not Pursuing Expulsion	02 – Permanent Resident under color of law (PRUCOL)
U.S. Citizen	U. S. Citizens
Document Appears Altered Document Appears Counterfeit Document Appears Expired No Show Non-Immigrant Not Authorized Employment Other	09 – Undocumented Alien 10 – Illegal Alien
Application Pending Continue to Process	Follow-up with customer for more information
Resubmit Doc (2 Sided Needed) Resubmit Doc (Need copy original) Resubmit Doc (Unreadable) Resubmit With Disclosure Consent	Further verification steps may be required. See forms G845S and G845SUP.

\*If more than one CARES code is listed, additional contact with the customer may be needed to gather more information on their specific immigration status.